

Sage – Multi-Factor Authentication
Enrollment Guide for Providers.

1. Getting Started:

Copy the following URL associated with Multi-Factor Authentication for SAGE to your browser and press the “Enter” key:

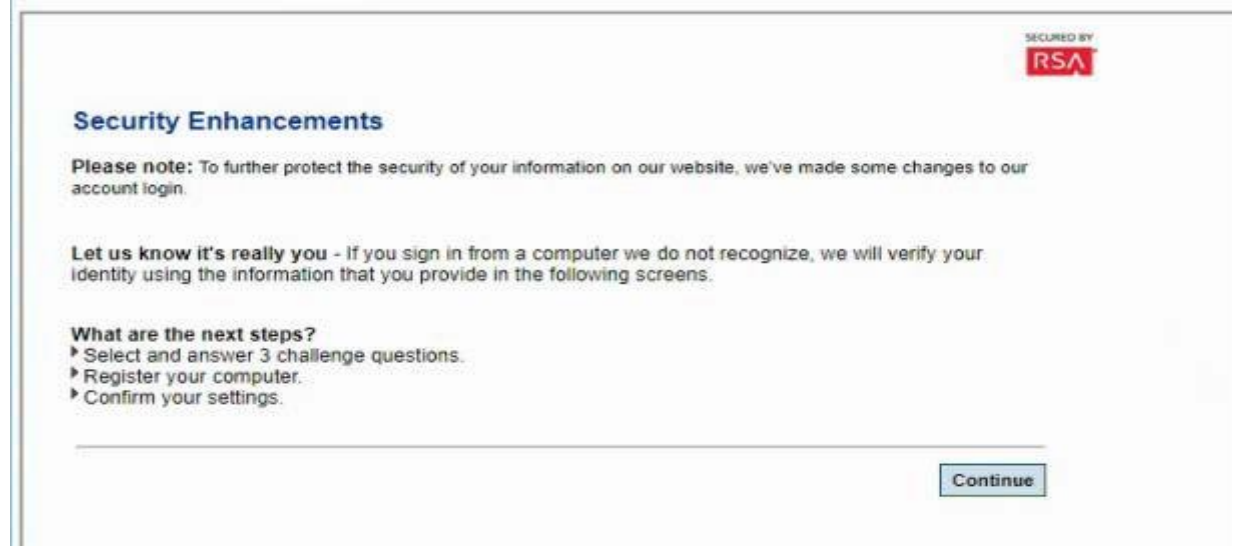
<https://era.lacounty.gov/mfa> - NOTE: link must be COPIED AND PASTED into a web browser

- 2.** Enter your County C account (Only the C portion of the account, e.g. C123456) in the “e+employeeID” field and your password in the “Hosted Password” field and click “Sign In”.



The screenshot shows the Los Angeles County MFA Portal login page. At the top, there is a banner with the Los Angeles County seal and a group photo of county employees, with the text "L.A. county ONLINE". Below the banner, the text "Los Angeles County" and "MFA Portal" are displayed. There are two input fields: "e+EmployeeID" and "Hosted Password". To the right of these fields is a disclaimer: "By logging on using this interface, I acknowledge that I have Confidentiality of County IT Resources; I further understand t functions during off hours." Below the input fields is a "Sign In" button and a link "Set or Rest Your Password".

- 3.** Click “continue” on the Security Enhancements



The screenshot shows the Security Enhancements page. At the top right, there is a "SECURED BY RSA" logo. The main heading is "Security Enhancements". Below it, there is a "Please note:" section stating: "To further protect the security of your information on our website, we've made some changes to our account login." This is followed by a section "Let us know it's really you - If you sign in from a computer we do not recognize, we will verify your identity using the information that you provide in the following screens." Below this, there is a section "What are the next steps?" with three bullet points: "Select and answer 3 challenge questions.", "Register your computer.", and "Confirm your settings." At the bottom right, there is a "Continue" button.

- 4.** First Set of Security Challenge Questions:

- a.) You will be prompted to provide answers to three (3) Security Questions of your choice.
- b.) Select from a subset of questions in each of the “Question” text boxes. Type your responses in the “Answer” text boxes.
- c.) Click “Continue” when you have confirmed your Questions/Answers.

Sage – Multi-Factor Authentication
Enrollment Guide for Providers.

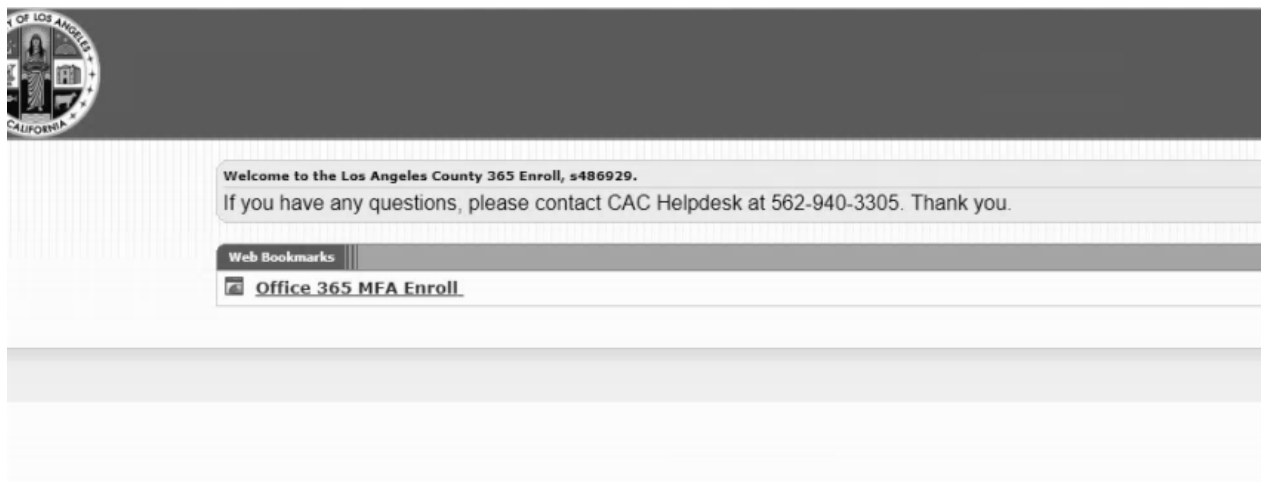
The screenshot shows a web page titled "Select and Answer your Challenge Questions". At the top right, it says "SECURED BY RSA". Below the title, a note states: "If you sign in from a computer we do not recognize, you will be asked to answer challenge questions. [How does it work?](#)". A grey bar contains the text "Select and answer 3 challenge questions" and "* = Required Fields". Below this, a note says: "Note: Your answers should be no more than 30 characters (no symbols)". There are three questions, each with a dropdown menu and a text input field for the answer. Question 1: "What is your best friend's first name?". Question 2: "What was the name of your first pet?". Question 3: "Where did you meet your spouse for the first time? (Enter full name of city only)". At the bottom right, there is a "Continue" button.

5. You will be prompted to confirm your selection in the next page before your enrollment is complete.
 - a.) Click on yes I plan to use this computer.
 - b.) Click on "Finish"

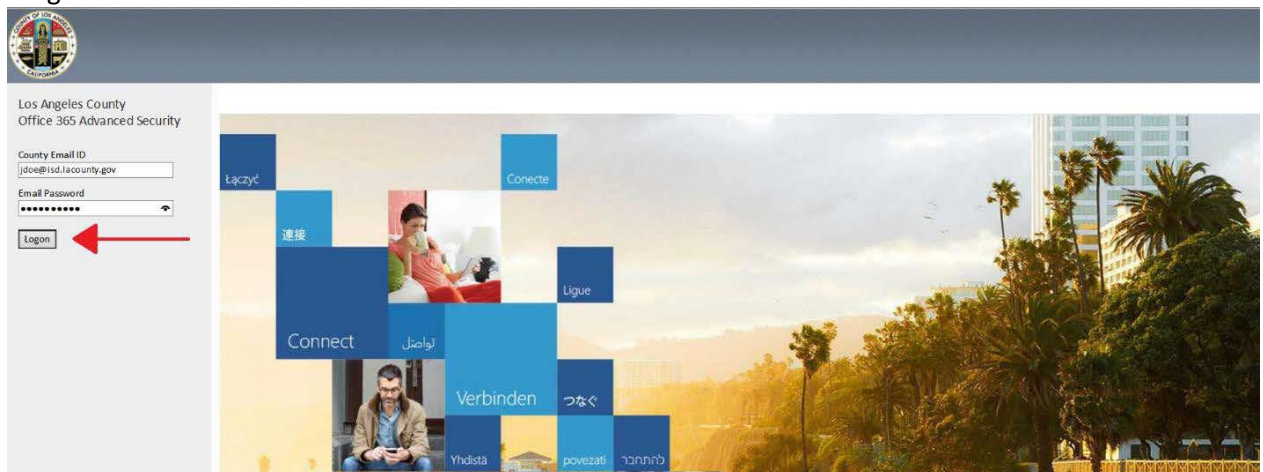
The screenshot shows a web page titled "Confirmation". At the top right, it says "SECURED BY RSA". Below the title, it says: "You have successfully set up the following login information:". A grey bar contains the text "Challenge Questions". Below this, there are three questions and their corresponding answer fields, identical to the previous page. Question 1: "What is your best friend's first name?". Question 2: "What was the name of your first pet?". Question 3: "Where did you meet your spouse for the first time? (Enter full name of city only)". Below the questions, there is a section titled "Would You Like Us to Remember this Computer?" with a link "Learn More". There are two radio button options: "Yes. I plan to use this computer in the future to access my account." (which is selected) and "No. This is a public computer or one I do not plan on using often to access my account.". At the bottom, there are two buttons: "Update your Settings" and "Finish".

6. Click on the Office 365 MFA Enroll link.

Sage – Multi-Factor Authentication Enrollment Guide for Providers.



7. Enter your County C account in the form of an email address (c123456@ph.lacounty.gov) in the "County Email ID" field and your County password in the "Email Password" field and click "Logon".



a.) You will be re-directed to the RSA Adaptive Authentication Enrollment page.

8. Second set of Security Challenge Questions:
 - a.) You will be prompted to provide answers to three (3) Security Questions of your choice.
 - b.) Select from a subset of questions in each of the "Question" text boxes. Type your responses in the "Answer" text boxes.
 - c.) Select yes I plan to use this computer device for future use.
 - d.) Click "**Continue**" when you have confirmed your Questions/Answers.

Sage – Multi-Factor Authentication Enrollment Guide for Providers.

Enrollment

If you sign in from a computer we do not recognize, we will verify your identity using the information that you provide in the following screens.

Please select and answer your security questions

*All fields are required

Question 1 Please Select a Challenge Question...

Answer 1

Question 2 Please Select a Challenge Question...

Answer 2

Question 3 Please Select a Challenge Question...

Answer 3

Would You Like Us to Remember this Computer?

- ☐ Yes, I plan on using this computer to access my account in the future
☒ No, This is a public computer, or one I do not plan on using in the future.

Continue

9. You will be prompted to confirm your selection in the next page before your enrollment is complete.
 - a. Click **“Accept”** to confirm your Security Questions/Answers and the device you are using.

Confirmation

Please confirm your selection below before your enrollment is complete.

Your secret questions selection

Question 1: What is your best friend's first name?

Answer: 1:

Question 2: What was your high school mascot?

Answer: 2:

Question 3: In what city was your mother born? (Enter full name of city only)

Answer: 3:

Your device binding selection

Device Bind Type

The device will not be bound

Change Settings

Accept

10. Once you see the screen below you have successfully enrolled in the County's Multi-Factor Authentication for Office 365 remote access.

Sage – Multi-Factor Authentication
Enrollment Guide for Providers.



11. Do not click on “Click to go back to office 365”